ELDAC
End of Life Directions for Aged Care

Digital Innovation in Aged Care: Developing a Palliative Care Digital Dashboard

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Introduction

A digital dashboard is an information tool used to describe and document key activities or indicators relevant to a service, organisation or work group. It enables the captured data to be summarised and presented in ways that can help monitoring, reporting or decision-making.

Many older people receive some form of aged care support in the months prior to their death. This puts enormous demands on the aged care workforce in terms of their ability to provide appropriate care.

A digital dashboard with palliative care items could enhance care outcomes for aged care residents and clients by monitoring and reporting information about care aspects to support continuous quality improvement.

ELDAC is a web-based hub of information, tools and resources for aged care staff and services developed by a national consortium of universities and peak bodies. ELDAC aims to build palliative care and advance care planning knowledge, skills and linkages. The project includes a technology stream which is developing the ELDAC Digital Dashboard.

A Framework for Care

The Digital Dashboard Project uses the care model developed for use within ELDAC.

The ELDAC Care Model provides an easy to understand guide to care issues relevant to the end of life period.

The Care Model outlines eight elements that should be considered and reminds care providers that care needs will change over time.

Goals of the work

- To identify reportable elements that could be included in a prototype dashboard

- To document design elements that could improve the functionality of a dashboard.

Approach taken:

To inform a co-design workshop underpinning the development of the prototype palliative care dashboard for use within aged care, the following activities were completed:

- Survey of staff on what are common tasks and electronic data captures relating to palliative care

- Identification of elements from the ELDAC Care Model that could be used as care indicators in the dashboard

- Alignment of proposed indicators to the Aged Care Quality Standards that guide care within the aged care sector in Australia

- Development of use case specifications to describe those involved in care activity, components of care activities and interdependencies within the system, and

- Review of desired characteristics for dashboard usability.

Lessons Learned

This study has identified a set of data elements that appear to be applicable and feasible for inclusion in a prototype dashboard dealing with palliative care in aged care. These elements could be used to create reports that could highlight how care is being delivered for use within the organisation.

Being able to describe activity in order to create data collection can be challenging.

For further information:
Visit the ELDAC website: www.eldac.com.au
Email: Jennifer.Tieman@flinders.edu.au

Workshop Overview

Over twenty individuals were invited to attend the workshop, fourteen people accepted and attended the workshop held on 13 December 2018. Workshop invitees were sent a briefing kit that included an introduction to the ELDAC Digital Dashboard Project, its aims, and the list of items for discussion on the day.

At the conclusion of the workshop, there was agreement that a digital dashboard focusing on end of life elements in aged care would be valuable both clinically and managerially. Participants were keen to continue the project.

Post workshop progress

After the workshop completion, six members continued their involvement as part of a Reference Group. The expertise of the members ranged from palliative care clinicians who provide direct care to residents in the aged care setting, to care managers and academic experts in aged care. They are participating in user-based testing of the prototype to identify any issues or problems prior to integration for the trial period.

A dashboard discussion was held with managers from home care services about their potential use of such a resource.

The prototype when finalised, will be presented to various aged care Information Technology providers with the aim of supporting implementation and integration of the ELDAC Digital Dashboard within their systems.